

IN THE SPECIFICATION

Page 21, line 31, please replace "212" with "--242--".

IN THE CLAIMS

For the convenience of the Examiner all of the pending claims are reproduced below regardless of whether amended or not.

Please amend the Claims as follows.

- Q 1
1. (Amended) A computer-based knowledge management system, comprising:
 - a client operable to generate a first request, the client associated with a knowledge worker;
 - a server coupled to the client and operable to receive the first request, the server comprising a knowledge matrix operable to store status information on a plurality of knowledge items associated with the first request, the server operable to generate a second request for the knowledge items [in response to] if the status information stored in the knowledge matrix indicates the availability of the knowledge items; and
 - an information source operable, in response to the second request, to communicate information to the server to satisfy the first request.
 2. The system of Claim 1, wherein the knowledge items comprise:
 - a step of a process item; and
 - an instance of a data item.